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Government Services

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Province of
British Columbia
OFFICE OF THE MINISTER

Ministry of
Provincial Secretary
and Government Services

Parliament Buildings
Victoria
British Columbia
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May 13, 1987

His Honour Robert G. Rogers
Lieutenant Governor of British Columbia

MAY IT PLEASE YOUR HONOUR:

Herewith I respectfully submit the Annual Report of the Ministry of Provincial Secretary and Government Services for the fiscal year ended March 31, 1986.

Yours truly,

Elwood N. Veitch
Provincial Secretary and Minister
of Government Services

Province of British Columbia

DEPUTY PROVINCIAL SECRETARY AND DEPUTY MINISTER OF GOVERNMENT SERVICES

Ministry of Provincial Secretary and Government Services

Parliament Buildings
Victoria
British Columbia
V8V 1X4

YOUR FILE

OUR FILE

May 13, 1987

The Honourable Elwood N. Veitch
Provincial Secretary and Minister
of Government Services
Parliament Buildings
Victoria, B.C.
V8V 1X4

Sir:

I have the honour to submit the Annual Report of the Ministry of Provincial Secretary and Government Services, for the fiscal year ended March 31, 1986.

Yours truly,

MELVIN H. SMITH, Q.C.
Deputy Provincial Secretary
and Deputy Minister of
Government Services

1985/1986 ANNUAL REPORT

MINISTRY OF PROVINCIAL SECRETARY AND GOVERNMENT SERVICES

The Ministry of Provincial Secretary and Government Services provides a broad range of services and programs to all ministries of government and the public.

At the core of the Ministry's mandate is the historic "Provincial Secretary" responsibility of providing administrative support to the central operations of government such as the Legislature and Government House and for administering all provincial elections. The responsibility for managing government operations extends to administering most aspects of the provincial public service including personnel policy development, labour relations and pension plans.

In addition to these traditional responsibilities the Ministry provides a number of internal services to government ranging from printing and postal services to risk, vehicle and records management services.

A separate division in the Ministry is concerned with delivering a variety of cultural, recreational and conservation services to the public. Some of the better known programs are the Provincial Lotteries, Museum, and Archives. The Ministry is also responsible for providing a central communication planning and approval system for all government ministries.

On February 11, 1986 the Honourable Grace McCarthy assumed the portfolio of Provincial Secretary and Minister of Government Services which had been held previously by the Honourable James Chabot.

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GOVERNMENT SERVICES DIVISION

The nine branches of the Government Services Division supply a range of goods and services to government ministries and agencies and administer official government responsibilities assigned to the Provincial Secretary by the Executive Council and the Legislature. These central services are expected to be highly responsive to government needs and to operate cost effectively.

- Postal Services
- Queen's Printer
- Records Management Branch
- Risk Management Services
- Vehicle Management Services
- Provincial Elections Branch
- Government House
- Legislative Support Services
- Protocol and Special Services

A summary of the activities of each of these branches appears on the following pages.

POSTAL SERVICES BRANCH

BUDGET: **$16,731,581**

AUTHORITY = **Ministry of Provincial Secretary and Government Services Act and Treasury Board Policy.**

The Postal Services Branch provides mail and courier services for all B.C. government ministries and selected Crown Agencies. Its operations include a central mail processing plant in Victoria, satellite offices throughout the province and a province-wide courier and mail delivery system. The branch also provides a mailing list management and mechanized mailing system.

HIGHLIGHTS

- The Branch developed and ran for the Ministry of International Trade and Investment a direct mail campaign to attract business people from around the world to Expo 86. The campaign consisted of six separate mailings to over 30,000 individuals.

- A courier packet, called Provincial Pack was developed to serve the unique needs of government ministries for a province-wide courier service. Although the Provincial Pack was awarded to Canada Post's Priority Post Service other companies are actively vying for the business.

- The B.C. Assessment Authority contracted with the Postal Branch for the stuffing and mailing of all its assessment notices. The contract had previously been handled by Canada Post.

- The Branch handled the distribution and return of all the Elections Branch provincial enumeration material. The process included the establishment of a centralized billing system, a first for Canada Post.

- The "BC Invites the World" advertising campaign on behalf of Expo 86 involved a 1.2 million householder mailing destined for every household in B.C. This particular campaign generated a follow-up mailing of 1.3 million pieces, all outside B.C. In order to successfully close the Program, Postal Services had to negotiate new rates with Canada Post and to co-ordinate the timely delivery of over a million pieces to every country in the world.

- A Postal Services Satellite operation was established in Seattle to help Expo 86 and the B.C. Ministry of Tourism overcome the serious problem of slow mail service to and from the U.S. This satellite service was provided through an agreement concluded with Manus Direct Response Marketing.

- The Branch developed a ministry charge-back system for services to be implemented on April I, I986. The system took a mere 11 weeks to set up in order to be ready for testing in March.

- The Branch co-ordinated the compilation of guest lists and mailing of invitations to the opening ceremonies at Expo 86. It also handled the RSVP's and ticket fulfillment which included ensuring that couples, groups, etc. were not split up.

QUEEN'S PRINTER

BUDGET = $24,879,000

AUTHORITY = The Queen's Printer Act

The Queen's Printer meets the printing, stationery and photocopier needs of the Legislative Assembly, government ministries and other government organizations. The Queen's Printer also publishes the B.C. Gazette, legislative publications and a range of publications produced by the government.

The major goals of the Queen's Printer are to operate on a break-even financial basis, to contract out at least 60 percent of government printing, to increase the range of government publications marketed by the Queen's Printer, to obtain beneficial terms and conditions for government funded organizations for photocopiers and related equipment and to satisfy customer requirements for printing and stationery in the most effective manner in terms of quality, service and cost.

HIGHLIGHTS

- The Queen's Printer in-house printing facility responded to 15,706 requests for work of an operational nature. The facility has been designed and organized to provide a very fast response to urgent and confidential government work.

- The Queen's Printer met its costs from revenues generated from its activities. This year sales of almost $30 million were made to its customers.

- The value of printing contracted out to commercial printing plants on a competitive basis amounted to over $10 million.

- The Queen's Printer responded to the increasing automation of government offices by meeting customer requirements for supplies for computerized office equipment. Significant savings in stationery and office supplies resulted from standardization and bulk buying made possible by a stocked item distribution operation from a modern, computerized Supply Centre.

- The Publications operation is now highly computerized to meet a large volume of requests from the public and government offices. Through its improved notification, order processing and distribution operations it is selling an increasing number of publications from other

ministries. The Queen's Printer Bookstore in Victoria has become a popular place for buyers of government publications and browsers alike.

- The Queen's Printer's centralized photocopier management service has been extended to municipalities, universities, schools and hospitals on an as requested basis. The Queen's Printer also negotiated lower rates from several suppliers for these organizations.

- The Queen's Printer played a major role in the process of selecting a commercial printing plant in Kamloops to service the B.C. Lottery Corporation.

- In the latter part of the year a modern computer system was installed that will allow the Queen's Printer to computerize those functions for which computer capacity was not available.

STATISTICS:

QUEEN'S PRINTER

ANNUAL VOLUME INDICATORS - 1985/86

Number of Orders Processed:

In-house Printing	15,706
Contracted Printing	7,163
Stationery	47,396
QP Publications	29,941
Photocopier Management	781
Total	100,987

Number of Supplier Invoices Processed 29,739

Sales Volume:

In-house Printing	$6.0 million
Contracted Printing	$10.1 million
Stationery	$8.1 million
QP Publications	$1.6 million
Photocopier Management	$3.8 million
Total	$29.6 million

RECORDS MANAGEMENT BRANCH

BUDGET = $1,153,727

AUTHORITY = Document Disposal Act

The Records Management Branch sets government-wide standards for the systematic control of the creation, use, retention, storage, retrieval, disposal and preservation of all government records. The Branch also advises and assists ministries on efficient and economical records management systems and micrographic systems. The Branch is the administrative agent of the Document Disposal Act.

HIGHLIGHTS

- Records Management advisory service to all Ministries were expanded. Projects were begun in Ministries of Environment, Health, and Provincial Secretary and Government Services. The pilot project in Education completed its first phase and a project evaluation is in progress. Special records projects are underway in the Land Titles Offices, the Registrar of Companies, the Motor Vehicle Department, and the Central Unit of Human Resources. A major goal of these projects is to produce records classification systems and schedules for their operational records.

- The standard Administrative Records Classification System (ARCS), which integrates records schedules with the file classification plan, was completed. ARCS organizes and schedules all the administrative records of Government and is the standard for all Ministries. As a filing system, ARCS is being implemented in sections of eight Ministries.

- Government-wide standards for the secure and economical disposal of records were implemented. Guidelines for the scheduling of EDP (electronic) records were jointly developed with the Information System Management Framework. A Government-wide policy framework for records management was developed and is incorporated in the Treasury Board's Government Management Operating Policy.

- The number of document disposal applications processed under the Document Disposal Act nearly doubled last year and the total volume of records submitted for disposal (1160 cubic metres or 38,000 one cubic foot records storage boxes) represents approximately 32% of the estimated annual accumulation of records across government. Savings and cost avoidance in space and equipment resulting from these disposal actions were an estimated $322,000 in this fiscal year.

Since its establishment in 1982, the Records Management Branch has dramatically increased records disposal actions. A total volume representing some 80,000 records storage boxes has been processed for disposal and cost avoidance for space savings alone is an estimated $900,000. This chart shows the growth of the records disposal program.

	Disposals Processed	Ministries	Volume of Records
1980/81	17	8	no data
1981/82	56	12	no data
1982/83	149	10	220 cubic metres
1983/84	175	12	311 cubic metres
1984/85	349	13	738 cubic metres
1985/86	676	17	1160 cubic metres

- A records management training program was developed and introductory courses, implementation workshops, and training sessions were offered in four Ministries. The primary purpose of the training program is to directly support implementation of the new records management system. In addition, there are special programs to raise awareness of records management and improve understanding of British Columbia's records management program.

- A major foundation of the new records management system is the Records Centre Services provided for the secure and economical storage, rapid retrieval, and confidential disposal of records. Services were provided to 12 Ministries and the total volume of records serviced rose by 125%. This innovative program uses bonded contracts with private records storage companies and is among the most economical in Canada.

- Micrographic services were provided to 30 filming sites in 11 Ministries. These services included review of microfilm applications, establishment of project standards and technical specifications, equipment evaluation, film processing and duplication, quality inspection to ensure compliance with the national standard and security vault storage. As part of the program to increase private-sector involvement, the number of contracts with private micrographic companies increased from two (1984/85) to eleven (1985/86) and an information seminar for micrographic vendors was jointly sponsored with the Purchasing Commission.

- The government-wide Micrographic Equipment Inventory was automated and an undateable database of all micrographic equipment, including readers and readerprinters was completed. This enhances the ability of the Branch to review requisitions for micrographic equipment, a technical service provided to the Purchasing Commission.

RISK MANAGEMENT SERVICES BRANCH

BUDGET = $325,102

AUTHORITY = Treasury Board Policy

Risk Management Services provides a professional risk management service to government including coordinating the identification and treatment of the risks of accidental loss, the purchase of insurance, the administration of claims and developing government policy and procedure

HIGHLIGHTS

- This new branch in the Ministry is currently in a development stage. Initial activities have included obtaining information on ministries, developing policies and procedures, and initiating and hiring staff.

- Various ministries obtained advice on Risk Management and Insurance issues including Education, Municipal Affairs and Health. In March 1986, the Branch recommended to the Ministry of Health that a liability self-insurance program for the Province's hospitals be implemented. It is estimated that cost savings in excess of $7 million will be achieved in the next fiscal year as a result of this program.

VEHICLE MANAGEMENT SERVICES BRANCH

BUDGET = $842,110

AUTHORITY = Financial Administration Act
Treasury Board Policy

Vehicle Management Services develops and administers government vehicles and transportation policy. The Branch administers the vehicle maintenance system for 3300 vehicles.

Policy for the transportation of government employees has been developed through a consultative process with Ministries and other Central Agencies. Fleet plans for all Ministries are prepared annually and reported to Treasury Board Staff. Once approved the fleet plan is monitored to ensure compliance.

HIGHLIGHTS

- Vehicles are purchased through authorization of ministry requisitions by Vehicle Management Services. The technical specifications are prepared, vehicles commissioned into service and licensed through Vehicle Management Services. Motor vehicle credit cards and Vehicle insurance/licensing are controlled and monitored through the central management information system.

- The administration of maintenance is carried out through regional offices in Prince George, Kamloops, Vancouver and Victoria. These offices authorize vehicle repairs performed by private sector service stations and audit work to assure government received good value for money. The vehicle repair and cost information is posted to "Fleet Track" the data management information system. Numerous reports are generated for each Ministry including costs, inventory, classification, replacement requirements and location. These reports are distributed to each Ministry.

STATISTICS:

Fleet Size	Passenger vehicles	2800
	Special purpose vehicles/equipment	1100

Passenger Vehicles

Average age	7 years
Average life odometer	87,000 km
Average annual usage	11,800 km
Average operating and maintenance costs	16¢/km cars
	18¢-25¢/km trucks

Maintenance Budget (19 Ministries and Agencies)
$12,500.000.

Replacement value of fleet
$35,000,000

PROVINCIAL ELECTIONS BRANCH

BUDGET = $1,262,059

AUTHORITY = Election Act
Constitution Act

The Provincial Elections Branch administers all provincial plebiscites, by-elections, elections, voter registrations and enumerations. This includes updating provincial voters lists, procuring polling places and elections staff, and carrying out provincial enumerations. The Branch also provides training materials and direct training sessions for all election and registration officials, and develops public awareness programs for the electorate. The preparation and updating of election forms and guides and the preparation of polling division boundary changes through the preparation of maps and legal descriptions are other major Branch activities.

HIGHLIGHTS

- The Branch completed a province-wide Polling Division Redistribution.
- The computerized provincial voters list contains a total of 1.5 million registered voters in British Columbia.
- Election and Voter Registration forms and guides were re-designed.
- A new street key index was produced.
- The Branch completed a province-wide Enumeration of Voters.

GOVERNMENT HOUSE

BUDGET = $305,421

AUTHORITY = Constitution Act (Provincial)
Constitution Act (Federal)

Government House is the official residence and office of the Lieutenant-Governor of British Columbia.

In addition to the many activities in Government House, the House staff provided the administrative support for the constitutional responsibilities of the Lieutenant-Governor and the Chatelaine away from Government House, and the coordination of the ceremonial, protocol, diplomatic and other activities of the Vice-Regal Office.

HIGHLIGHTS

- More than 10,300 guests attended luncheons, dinners, teas, receptions, garden parties and other hospitality events, and tours and presentation/award ceremonies.

- Distinguished visitors to Government House included: The Most Reverend and Right Honourable Robert A.K. Runcie, Archbishop of Canterbury; Lord and Lady Strathcona; Lord and Lady Chatfield; The Right Honourable The Baroness Young, Minister of State in the British Foreign Office; The Right Honourable Brian Dickson, Chief Justice and Deputy Governor General of Canada; Their Honours, The Honourable George F.G. Stanley, Lieutenant-Governor of New Brunswick, and Mrs. Stanley; Their Honours, The Honourable W. A. Paddon, Lieutenant-Governor of Newfoundland, and Mrs. Paddon; Mr. Douglas L.D. Bell, Commissioner of Yukon Territory; and the Right Reverend Alexander J. Calder, Moderator of The Presbyterian Church of Canada.

- High Commissioners and Ambassadors from the following countries were received:

  High Commissioners, Their Excellencies Robert Laurie of Australia, Sir Derek Day of Britain, and John Wybrow of New Zealand were received, as were Ambassadors, Their Excellencies Roger Denorme of Belgium, Jaakko Blomberg of Finland, Dr. Gerhard Herder of the German Democratic Republic, Dr. Hasjim Djalal of Indonesia, Sean Gaynor of Ireland, Valerio Brigante Colonna Angelini of Italy, Jan Fredrik Evert Breman of the Netherlands, Glenn Babb of South Africa, Ola Ullsten of Sweden, and Paul H. Robinson and Thomas Niles of the United States of America.

- Consular Officials in British Columbia, representing Australia, Belgium, Britain, Finland, France, Indonesia, Italy, The Netherlands, New Zeland, Norway, The People's Republic of China, Sweden, and the United States of America paid formal calls on the Lieutenant-Governor.

- A number of Awards and Presentation Ceremonies took place in Government House. Honours were awarded to: Children's International Summer Villages; Canadian Corps of Commissionaires; Duke of Edinburgh's Award Programme recipients; Queen's Venturers; and the Royal Life Saving Society Canada. Members of the Royal Canadian Mounted Police and municipal police departments were recognized at a Police Honours Night.

- Provincial Government employees received Continuous Service Awards in evening ceremonies in which 227 employees received certificates recognizing 25 years' service, and 58 employees were presented with watches for 35 years' service. Fifteen employees were presented with crystal decanters for 40 years' service.

- During the period, 36 tours of Government House were conducted, affording approximately 1,030 visitors - primarily elementary and secondary school students - an opportunity to see the official residence of the Lieutenant-Governor. A number of the tours involved young people visiting British Columbia under the Open House Canada exchange programme.

LEGISLATIVE SUPPORT SERVICES BRANCH

BUDGET = $2,910,626

AUTHORITY = Constitution Act
Emblem and Tartan Act
Inquiry Act
Ministry of Provincial Secretary and Government Services Act

The Legislative Support Services Branch provides a range of administrative functions for the Ministry, primarily involving the custody, registration and research of Orders-in-Council. The Branch also authenticates documents and prepares them for the Lieutenant-Governor's signature, schedules appeals to the Lieutenant-Governor in Council, and prepares draft Orders-in-Council. In so doing the Branch serves all levels of elected officials, lawyers, Crown corporations and the general public.

HIGHLIGHTS

- There were 69 appeals to the Lieutenant Governor in Council received during the year, the majority under the Motor Carrier Act. Thirty four appeals were dealt with through cabinet appeal hearings.

- Forty Order in Council resumes were prepared during the year and distributed to approximately 1200 individuals and organizations. Some 750 of the recipients were private citizens who specifically requested the resume. The remainder were MLAs, the news media in British Columbia and government officials.

- The Lieutenant Governor in Council passed 2,446 Orders in Council, compared with 2,331 in the previous year. This brought the total in the Provincial Secretary's custody to 208,322 dating from 1872.

- The province's Great Seal was applied to documents 183 times compared with 167 in the previous year; 96 times on letters patent; 26 under the Provincial Court Act; 45 on proclamations; 23 under the Queen's Counsel Act, and 5 under the Notary Act.

- Total notarized documents authenticated by the Branch was 209 compared with 268 the previous year.

PROTOCOL AND SPECIAL SERVICES BRANCH

BUDGET = $1,306,939

AUTHORITY = Provincial Secretary and Government Services Act

The Protocol and Special Services Branch is responsible for matters of protocol and precedence and for planning and executing visits to the province by the Queen, members of the Royal family, heads of state and government, high commissioners, ambassadors, and other distinguished people. The Branch serves all levels of the provincial government, members of the consular corps in Vancouver, members of the public with protocol concerns, and visitors to the Legislative Buildings.

The Branch also administers bravery awards and the Queen Elizabeth II British Columbia Centennial Scholarship, arranges for briefings of special groups by government representatives, and provides an information and tour program for the Legislative Buildings. The Branch works closely with Government House and the Visits and Conferences Branch of the Ministry of Intergovernmental Relations. Until the end of 1968, activities related to EXPO 86 were given top priority.

HIGHLIGHTS

- Vancouver was favoured by visits by His Highness Prince Karim Aga Khan in August of 1985, the Most Reverend Robert Runcie, Archbishop of Canterbury, in September of 1985 and His Excellency Yasuhiro Nakasone, Prime Minister of Japan, in January 1986.

- Eighteen High Commissioners and Ambassadors visited the Province during the year.

- Approximately 3,010 requests for congratulatory messages for special birthdays and wedding anniversaries from The Queen, Governor General, Lieutenant-Governor, the Premier of British Columbia and Members of the Legislative Assembly were processed.

- During the fiscal year, 2919 guided tours enabled 112,508 visitors to see the British Columbia Legislature, a decline from 119,283 in the previous year. The largest number of visitors was reached in August, with 37,162, but July with 715, had the greatest number of tours.

- Demographic analysis of the actual organized tours (not including the many public tours): V.I.P. - 20; American - 85; French - 81; Chinese - 77; German - 20; Spanish - 15; Japenese - 11. The majority of the unorganized tours were conducted either for the American or Canadian public.

CULTURE, RECREATION AND HISTORIC RESOURCES DIVISION

The nine branches of the Culture, Recreation and Historic Resources Division of the Ministry of Provincial Secretary and Government Services carry out the government's cultural, recreation and heritage preservation responsibilities. In order to provide financial support to these and other programs, the Division manages public gaming in the province and the dispersal of lottery grants.

The Division's policies and programs promote community leadership training and development, encourage British Columbians and visitors to participate in challenging and enriching activities, and stimulate economic activity in the areas of culture, recreation, sport, and heritage preservation.

- Cultural Services Branch
- First Citizens' Fund Administration Branch
- Library Services Branch
- Recreation and Sport Branch
- Heritage Conservation Branch
- Provincial Museum
- Provincial Archives
- Lottery Grants Administration Branch
- Lotteries Branch

A summary of the activities of each of these branches appears on the following pages.

CULTURAL SERVICES BRANCH

BUDGET = $606,770

AUTHORITY = Funds Control Act

The Cultural Services Branch provides, on behalf of the Provincial Government, financial assistance programs and consultative services which will increase the social and economic benefits of cultural activities throughout the province.

The Branch administers programs which support the creation, performance and appreciation of the arts, and the preservation, conservation and appreciation of cultural and historic objects in community galleries and museums throughout British Columbia.

Most applications for assistance are reviewed by the British Columbia Arts Board, an advisory body to the Provincial Secretary and Minister of Government Services. The British Columbia Arts Board relies upon advisory committees composed of professional artists, teachers, and arts administrators in making its grant recommendations.

In addition to processing and reviewing some 947 grant applications, Cultural Services Branch staff also serve as consultants to cultural organizations and other governmental and private sector funding sources.

HIGHLIGHTS

- During 1985/86, the Cultural Services Branch launched a program of volunteer training services throughout the Province. This program is designed to both stimulate arts activity in smaller communities and to improve the skills of volunteers active in the arts. In conjunction with this program, the Cultural Services Branch is working with Simon Fraser University to support a training program for arts administrators in the professional sector.

- During the year, 153 talented young students were assisted in pursuing fine arts studies at institutions around the world. One of the program's previous recipients, pianist John Kimura Parker, has now embarked upon a major international career following his success at the Leeds Piano Competition.

- British Columbia arts organizations continued to be successful internationally during 1985/86 with the Vancouver Trio touring in China, the Anna Wyman Dance Theatre in New York, and the Caravan Stage Company in the Western United States. The Kaleidoscope Theatre Company recently completed a collaboration with renowned director Yukio Sekiya. The resulting production will tour Japan in the fall of 1986.

- The extensive cultural programming at Expo 86 will afford many British Columbia companies the opportunity of performing with some of the finest artists in the world. Also, because of Expo 86 and with the assistance of the Cultural Services Branch, a number of national and international arts conferences and festivals are being scheduled for British Columbia.

STATISTICS:

Cultural Services Branch provided in excess of $6.7 million to over 600 recipients. This money was provided by the annual interest from the B.C. Cultural Fund, a permanent endowment, and by the B.C. Lottery Fund.

Number of clients assisted	610
Applications reviewed	947
Files Processed	947

FIRST CITIZENS' FUND ADMINISTRATION

BUDGET = $1,831,000

AUTHORITY = Revenue Surplus Appropriation Act

The First Citizens' Fund was established in 1969. Annual interest of $1.8 million generated from a $25 million perpetual fund is used to support the advancement and expansion of the culture, education and economic development of British Columbia's Native People.

The Indian Advisory Committee presently consists of 6 members from various parts of the Province. They meet to adjudicate applications on a quarterly basis.

HIGHLIGHTS

- $991,202 approved for 10 applications. The allocation provided capital assistance to bands and organizations for the construction of new community and cultural centres, for renovations of existing buildings and the purchase of equipment.

- $330,618 provided to 28 approved applicants for startup funds for new projects and for capital purchase items.

- $200,560 provided to 51 approved applicants to help meet the capital costs of purchasing uniforms and for equipment, development of outdoor recreation facilities and a salary for a community recreation worker.

- $34,025 approved for 11 applications from organizations requesting funds for hosting annual conferences and seminars.

- $28,005 approved for 12 applications for assistance for those projects for which there is no other source of funding available, such as preschool equipment.

- $52,082 approved for 11 applications for assistance to purchase material and supplies which enhance the cultural life style through teaching of traditional skills, festivals and for establishing cottage type industries.

- $16,464 approved for one Friendship Centre. Funds were provided to employ program directors to work at the social and community level.

- $10,000 approved for a one time only salary cost for a long term rest home.

- $146,400 approved for 222 applications for post secondary student bursaries.

- In total the Branch processed 611 applications in which requests for assistance totalled $6,791,000.

LIBRARY SERVICES BRANCH

BUDGET = $7,926,882

AUTHORITY = Library Act

Working in partnership with local library boards, local governments and library organizations, the Library Services Branch promotes and encourages the establishment and extension of library services throughout the Province.

Branch programs are a mix of grants and and direct services to libraries and individuals. These include grants to public libraries, book-by-mail service to isolated individuals, audiobook services for the handicapped, technical support for smaller libraries, and training programs for community librarians.

HIGHLIGHTS

- The introduction of automated systems in the Branch continued as telex was replaced by electronic mail between branch offices and between the Branch and other library service agencies.

- A catalogue representing all newly-acquired books in all branch locations was produced for the first time and made available to books-by-mail patrons.

- Library services to the handicapped were provided through the Branch's Audiobook Unit in Burnaby. This office produces and distributes taped books for libraries in British Columbia and operates a Canada-wide sales program. Deposit collections of audiobooks were provided to 36 libraries and health care institutions.

- The Beaver Valley Public Library re-established itself as a public library association. Bowen Island Reading Centre became an association and a new association was established at Whistler.

STATISTICS:

Branch offices in Cranbrook, Dawson Creek, Prince George and Victoria continued to provide services to libraries and individuals throughout the province. These included:

	1985/86	1984/85
Books mailed to isolated individuals	43,237	38,128
Interlibrary loans provided	12,813	17,942
Volumes purchased and catalogued for small libraries	24,465	22,724
Volumes added to Branch collections	10,530	7,300
Cassettes duplicated	80,840	66,182
Cassettes distributed to B.C. libraries without charge	30,196	22,370
Revenue from sales	$218,810	$193,935

Regular grants from the Province to public libraries rose from $6,206,010 in 1984/85 to $6,423,523 in 1985/86. A total of $5,128,953 was designated for the purchase of library materials and $1,294,570 was a contribution to the general operating budget to regionally-organized libraries.

The major statistics for public library service are:

	1985/86	1984/85
Volumes Held	6,196,299	5,607,212
Circulation	27,238,125	26,588,164
Total Expenditure	$53,127,862	$51,914,340

Public libraries continued to draw on provincial funding for automation. Grants totalling $217,910 were made to Vancouver, New Westminster and Trail libraries.

RECREATION AND SPORT BRANCH

BUDGET = $1,159,492

AUTHORITY = Recreational Facilities Act
Revenue Surplus Appropriation Act

The main goal of the Recreation and Sport Branch is to encourage participation by British Columbians in recreation and sport activities. This is achieved by providing financial assistance and advice to 100 provincial sport and recreation associations and 400 community recreation agencies.

HIGHLIGHTS

- $81,600 was provided to 204 recreation commissions to assist them in organizing and coordinating recreation programs.

- Five umbrella organizations received the following funds:

Sport B.C.	$ 84,500
B.C. Recreation and Parks Association	105,000
Outdoor Recreation Council of B.C.	86,000
B.C. School Sports	189,000
Sport and Fitness Council for the Disabled	55,945

- Grant of $486,000 was made to the B.C. Administrative Centre for Sport, Recreation and Fitness in Vancouver.

- Funding in excess of $2,000,000 was granted to 100 provincial sport governing bodies. It is through these organizations that services are provided to the more than 635,000 British Columbians who are members.

- $35,720 was provided to the B.C. Sports Hall of Fame to help meet its administrative and operating costs.

- Instructors and volunteer staff administrators of recreation and sport associations received $881,241 in financial assistance in order to provide instructor training, administrator training, skills programs for Management Volunteers and training for coaches and officials.

- The Branch's annual grant to the Northern B.C. Winter Games Society supported the Games in Smithers at which over 3,000 athletes participated.

- In the Premier's Sport Award Program 99,724 children have participated to date and 57,722 of them have earned the award.

- Excellence in sport was amply rewarded in B.C. with over 900 athletes receiving a variety of financial and recognition awards, from B.C. Athletic Awards to Nancy Greene and Karen Magnussen Scholarships.

- In addition to the annual operating grant $1,100,000 was granted to 43 Sport Governing Bodies eligible under the B.C.'s Best Ever Program. The purpose of the program is to encourage B.C. athletes in their quest to represent Canada in the 1988 Olympic Games.

HERITAGE CONSERVATION BRANCH

BUDGET = $1,402,654

AUTHORITY = Heritage Conservation Act

The Heritage Conservation Branch provides leadership, protection and conservation of heritage resources, and promotes understanding, awareness and appreciation of British Columbia's heritage and participation in heritage activities. The Branch works in direct partnership with the British Columbia Heritage Trust, and cooperates with Municipal Heritage Advisory Committees, Heritage and Historical Societies, local governments and other agencies to ensure effective conservation of our valuable heritage resources. The Heritage Conservation Act provides legal authority for the protection of over 15,000 archaeological sites, provides for provincial and municipal designation of properties, and enables the provision of programs through the British Columbia Heritage Trust, as a Crown Corporation.

HIGHLIGHTS

- Heritage planning reports were prepared for Hat Creek House, Yale and Ocean Falls, and planning advice was given for Ruckle Provincial Park, Cottonwood House, Hosmer Mine Site, Fort Rupert, and St. Ann's Academy. Work was initiated with Parks Canada on the planning and management of the Chilkoot Trail National Historic Park.

- Staff continued to provide advice to the City of Vancouver for the development of a comprehensive heritage program. Advice on urban heritage revitalization was given to Nanaimo, Prince Rupert, Grand Forks, Fernie, and Victoria. Restoration, research, and planning assistance were given to a number of Heritage Trust projects, notably the Grist Mill at Keremeos which opened on August 5, 1985.

- A major initiative was the promotion of Heritage Week 1986 (the third week of February) in conjunction with the Marketing and Communications Branch, the Heritage Trust, Heritage Society of B.C., and community newspapers. Participation by heritage groups and schools around the province was high and positive publicity was created for heritage in many localities with the theme: "Heritage, What does it mean to you?"

- A new initiative in the operation of heritage sites was the experimental school programming at Craigflower Heritage Site. Of special note was the Theatre-in-Education program at Craigflower Schoolhouse in partnership with the Bastion Theatre Company, both of which proved to be highly successful and popular with the community.

- The Branch's major administrative accomplishment was a structural reorganization that took effect in December 1985. This was undertaken to facilitate the delivery of advisory services to the public, the management of property, the provision of statutory regulatory functions, and the provision of support services to the British Columbia Heritage Trust.

GENERAL

- There are now forty-five municipal heritage advisory committees across the province providing advice to councils. Throughout the province twenty-five Volunteer Regional Advisors provided almost 3,000 hours of service to Branch staff, other government personnel, and the general public. Approximately 500 items were acquired by the Resource Information Center. The Branch's three heritage sites were visited by approximately 20,000 visitors. Twenty Heritage Markers were started as a pilot project for a new provincial marker format.

- The Inventory Section was involved in 42 major studies and provided information on more than 10,000 heritage sites in response to client requests. Over 3,000 heritage sites were added to the computer data base. The Assessment Section processed 383 land use applications; 12 major mine development proposals; 18 contracts related to highways development; 8 forest industry development proposals; 4 provincial park recreation developments; 2 provincial park master plans; and, 27 research permits and reports.

BRITISH COLUMBIA PROVINCIAL MUSEUM

BUDGET = $5,034,279

AUTHORITY = Provincial Museum Act

The British Columbia Provincial Museum acquires and preserves collections representing the province's human and natural history, it studies and interprets these collections and spreads information about them to the public through displays, talks, books and other means. The Museum also mounts travelling exhibits and other informational programs and it provides programs and services to school groups, scientists and British Columbia's network of 210 museums.

HIGHLIGHTS

- For the 14th consecutive year, more than 1 million people visited the museum. Attendance was heaviest during July when 267,605 people passed through the main gates.

- Over 140 dedicated volunteers gave more than 13,600 hours of their time to the museum, most of which was spent with school classes, in such popular programs as "The Chinese in B.C.", "On Patrol", "Wings", "Fur and Flipper" and "Mushrooms". Other volunteers worked directly on the collections or helped in the Gift Shop or Newcombe Theatre.

- The Museum, through the federally funded travelling exhibit program (TREX) coordinated 12 exhibits touring the community museums and smaller exhibit centres during the year. Two new displays, "Seashore Plants" and "Language, The Great Game" helped increase bookings.

- More than 60 communities were served by another federally funded program - the "Speaker's Tour". From Fort St. John to Sooke, over 5,000 people heard museum staff talk on such subjects as "Sternwheelers", "Steam Power"," Dragonflies" and "Bird Migration".

- Construction proceeded on the Open Ocean exhibit. Modelmakers completed 159 scale models for three life zones, bottom, midwater and surface.

- A display tribute to the Canadian Pacific Railway, "Gateway to the Orient", was a success with visitors and railway buffs alike. The exhibit won a certificate of excellence for design from the prestigious communication, Art Magazine. Construction began on "May It Please Your Honour" to help celebrate the museum's 100th anniversary. Other temporary exhibits included "On Patrol" (a history of the B.C. Provincial Police), "Legacy on Ice" (glacial photographs); "Sami Daidda" (Finnish Folk Art) and "Gods of Ancient Egypt".

- The new information desk in the museum foyer provides visitors with directions or other information about the museum and its surrounding amenities. Public safety was improved by the installation of a new public address system.

- New methods of disinfecting museum materials were developed without carcinogenic sprays or compounds. Natural history curators continued their studies on many major groups of B.C. plants and animals; their work included the discovery of a new species of marine invertebrate, an authoritative review of the biology of a rare marmot species found only in B.C., and new information about ice-free areas on the Queen Charlotte Islands during the last glaciation. Human history curators examined prehistoric blood residues, published a monograph on archaeological sites in Barkley Sound, and completed a book on B.C. railroad history.

- The Museum published several outstanding books including "Museum Collections: Their Roles and Future in Biological Research" and "Wisdom of the Elders - Native Traditions of the Northwest Coast", plus many popular and scholarly articles by Museum staff and outside authorities.

PROVINCIAL ARCHIVES

BUDGET = $1,595,826

AUTHORITY = Document Disposal Act
Ministry of Provincial Secretary
and Government Services Act

The Provincial Archives of British Columbia collects, conserves and makes available to the public all records and documents related to British Columbia's history from the earliest recorded times to the present.

HIGHLIGHTS

- The number of registered researchers were 2,878, an increase of 60 over the previous year. These researchers made 8,388 personal visits to the Provincial Archives.

- The Manuscripts and Government Records Division's worked closely with Records Management Branch on a large number of applications for document disposal. 464 applications were referred to the Archives while 474 were returned to Records Management after archival review. Manuscripts continued to be donated and acquired during the year, 149 units were accessioned, 95 units catalogued and 7 finding aids prepared.

- The collections of the Library and Maps Section continued to grow steadily; accessions numbered 1,140 books, pamphlets and pieces of ephemera, 3,917 microforms and 4,499 map sheets. The library now contains 42,447 titles in 60,082 volumes.

- Acquisition of the Visual Records Division included the Allan H. DeWolf Collection and the Hamilton Mack Laing Collection. The most significant acquisition of the year was the presentation of the Phylis Inglis Collection of Emily Carr sketches, drawings, water colours, correspondence and manuscripts to the Provincial Archives by the National Museums of Canada. The presentation was made before an audience of 150 guests from the historical, heritage and cultural communities.

- Reference services continued to be used heavily by the public, 1441 personal visits were made to the division and 704 letters were answered. The sale of prints and copies provided the Division with a revenue of $42,008. The Emily Carr Gallery received $30,241 during the year.

- The Sound and Moving Image Division had approximately 64 accessions of audio material which comprised about 450 audio tapes and 208 discs. In video, 48 accessions produced 83 video tapes. The Division added 35 accessions of film totalling about 167,000 feet of film. Six oral history workshops were given at various locations in the Province. The publication Camera West = British Columbia on Film, 1941-1965 begun in 1981 was concluded this fiscal year.

- The Conservation Division's audio visual technicians produced about 1,000 conservation master copies of sound recordings and undertook conservation treatment of several dozen films. Conservation treatments of 73 manuscript documents, 12 maps and plans and 15 water colour paintings and drawings were completed. Contract services were used for conservation of 50 rare books.

- The Public Documents Committee held seven meetings at which 409 applications for the disposal, or transfer to the Provincial Archives for permanent retention, were considered. Members of the Committee were the Provincial Archivist and Comptroller General (both ex-officio under authority of the Document Disposal Act), Mr. C.D. Slade, Vice President of the B.C. Systems Corporation, Mr. R. Adamson, Assistant Deputy Attorney Genera., and Mr. Andre Dolhai, Audit Director, Office of the Auditor General. Mr. Reuben Ware, Director of the Records Management Branch, Ministry of Provincial Secretary and Government Services, continued to serve as Secretary.

LOTTERY GRANTS BRANCH

BUDGET = $10. All expenditures are recovered from Lottery Funds

AUTHORITY = Lottery Act
Lottery Corporation Act

The Lottery Grants Branch administers grant programs funded by the Lottery Fund for cultural, educational, or recreational purposes, distributing funds to worthy projects, programs and organizations. The Lottery Fund receives the proceeds of lottery games operated by the British Columbia Lottery Corporation and by license fees paid by organizations conducting bingos, raffles and casinos.

HIGHLIGHTS

$84,674,525 was expended through the Lottery Fund during the year of which $52,135,369 was paid to Expo 86 as the Province's commitment to the exposition. Block funding was provided to programs administered by other agencies as follows:

Cultural Services	$5,184,765
Recreation and Sport	4,202,681
B.C. Games Western Canada Games Canada Games	3,552,826
B.C. Health Care Research	3,155,000
B.C. Heritage Trust	1,250,000

- 1,110 grants were made through the Branch in 1985/86.

190 groups, largely in the voluntary sector, received grants totalling $3,899,059.

884 groups received grants totalling $255,288 for travel within British Columbia. Most of the groups travelling were involved in sports events.

38 groups received grants for out-of-Province travel totalling $58,755. These groups were either representing the Province at a major event or were part of an exchange of visits with a group from outside of British Columbia.

Two notable grants were $960,000 paid to the Canadian Cancer Society as the Province's contribution to Steve Fonyo's Journey for Lives and $500,000 paid to the Government of Mexico for earthquake relief.

LOTTERIES BRANCH

BUDGET = **$10. All expenditures are recovered from Lottery Funds**

AUTHORITY = **Criminal Code of Canada**
Lottery Act

The Lotteries Branch licences and regulates legal gambling in British Columbia as provided for by the Criminal Code of Canada and provides an ongoing policy-making and advisory capability to the Ministry and the Province in the sensitive area of public gaming.

HIGHLIGHTS

- Proposed new Bingo licencing regulations were widely circulated, and several hundred submissions commenting on the proposals were tabulated and considered with a number of amendments being made as the year drew to a close.

- Amendments to the Criminal Code by the Federal Government, while not substantially changing the parameters, did provide greater authority for the province to deal with public gaming.

- The licencing of Social Clubs, a function performed by the Branch in recent years, became the responsibility of the Ministry of Attorney General once again.

- A rapid expansion in the Casino gaming became evident toward the end of the year as the number of organizations supplying equipment to charitable societies increased to 32. Steps were being taken to impose new controls to reverse the trend to bigger prizes, and lower charitable contributions that developed as competition increased.

STATISTICS	1985/86	1984/85
Licenses Issued	4,904	4,386
Bingo	2,106	1,552
Ticket Raffles	1,795	2,088
Casino	991	718
Concessionaire	5	7
Agricultural Fairs	7	21
License Fees Collected	$ 887,572	$642,528

Breakdown by Category:

Bingo			
	Gross Revenue	$ 91,985,171	$ 95,965,642
	Prize Payouts	63,562,130 (69%)	61,639,839 (65%)
	Administrative Costs	14,809,261 (16%)	10,798,917 (11%)
	Charitable Donations	13,613,780 (15%)	23,126,886 (24%)
Ticket Raffles			
	Gross Revenue	$ 22,411,997	$ 25,747,142
	Prize Payouts	8,463,795 (38%)	8,426,978 (33%)
	Administrative Costs	6,843,914 (30%)	6,512,324 (25%)
	Charitable Donations	7,104,287 (32%)	10,807,840 (42%)
Casino			
	Gross Revenue	$ 18,212,614	$ 1,114,263
	Administrative Costs	11,674,506 (64%)	510,341 (46%)
	Charitable Donations	6,538,108 (36%)	604,022 (54%)

GOVERNMENT PERSONNEL SERVICES DIVISION

BUDGET = $4,379,245 (net of recoveries)

AUTHORITY = Public Service Act
Public Service Labour Relations Act

The Government Personnel Services Division provides the framework for personnel management in all government ministries and coordinates the labour relations role of government, including contract negotiation and administration. The Division's objectives include replacing existing personnel policies with ones that better reflect government objectives, developing an effective professional labour relations advisory agency, and achieving a centralized administration of collective agreement negotiation and administration.

These and other personnel services objectives are achieved through the activities of the Division's three branches:

- Labour Relations Branch
- Policy and Research Branch
- Program Services Branch

LABOUR RELATIONS BRANCH

The Labour Relations Branch develops a corporate labour relations strategy that ensures that the objectives of government are effectively met. It also represents the government in all negotiation, arbitration and collective agreement administration activity.

HIGHLIGHTS

- During the year the Labour Relations Branch has been engaged in bargaining 6 Master Agreements and 11 Component Agreements covering approximately 40,000 employees.

- Negotiations were satisfactorily concluded with the B.C. Government Employees' Union; B.C. Nurses Union and Union of Psychiatric Nurses; Professional Employees Association; Emergency Health Services Commission and Ambulance Employees' Union; Queen's Printer and Graphic Communications International Union/International Typographical Union; Salaried Physicians.

- Grievances filed at the Labour Relations Board numbered approximately 1,000. Approximately 25 proceeded to formal arbitration, 25 were heard at expedited arbitration with the balance withdrawn or concluded through settlement discussion.

POLICY AND RESEARCH BRANCH

The Policy and Research Branch develops government-wide personnel policies in the form of directives; it develops terms and conditions of employment for non-bargaining unit employees for Treasury Board approval; it provides costing and research information to support negotiations, policy and program development; develops and maintains central personnel information systems; and develops monitoring reports and audit standards.

HIGHLIGHTS

Focus placed on the development of government-wide personnel policies on a variety of subjects including: standards of conduct; employment oaths; job competition process; job evaluations; lateral transfers and demotions; police record checks; probations; dispute resolutions. These policies were developed with guidance from the Executive Personnel Management Advisory Committee (EPMAC).

- A number of non-negotiated terms and conditions of employment were developed such as: benefits for foreign service employees, rates of compensation for salaried physicians; relocation assistance for new appointees; rates of compensation for employees locally engaged outside of B.C.

- Extensive work was accomplished with respect to providing costing and research information to support negotiations. Facts and figures were gathered on past labour settlements; on the cost of monetary and paid leave compensation found in the current Collective Agreement; on the total compensation cost averages by bargaining group and by selected individual benchmark jobs; an index was prepared identifying similar subjects and rates in other organizations for comparison purposes; settlements trends in B.C.; key problems in past and current grievances; and other similar information.

- A steering committee was established to guide the development of a Corporate Personnel Information System (CPMIS). Such a system would integrate personnel-related data from already existing systems such as payroll and superannuation. A revised Corporate Leave Management System (PLMS) was proposed, and approved by Treasury Board. Work has proceeded in developing the specifications for these systems.

- Work commenced on developing the principles for articulating specific audit and monitoring procedures for the various personnel functions.

- Approximately 200 requests for computer analyses were completed, about 90% of these were service requests within Government Personnel Services Division.

- Approximately another 800 requests for research and information were also completed. These requests were received from both the staff of GPSD as well as external organizations.

PROGRAM SERVICES BRANCH

The Program Services Branch implements and communicates policies and procedures that will assist ministries in achieving personnel management goals established by government. The Branch also provides technical expertise and advice to ministries; represents government-wide interests to other organizations; and performs administrative duties that are more efficiently conducted centrally.

HIGHLIGHTS

- A completely revised Management Job Evaluation Plan for excluded employees was developed and introduced. Continuing work includes administrative assistance to inter-ministry evaluation committees and advice to ministries on application of the Plan.

- Considerable effort has been made during the year on the development of policies and programs in support of corporate personnel objectives - these include:

(i) participation on an Inter-Ministry Committee for the development of policies in support of classification delegation;

(ii) preparation of a draft policy on a Career Development Program for the Public Service;

(iii) improved review and administrative processes for greater effectiveness in the placement of ill or injured employees - particularly with greater efforts to facilitate employee placement in alternative positions;

(iv) Committee development of a proposed revised W.C.B. administrative system emphasizing ministry accountability for cost and case management.

- During the year a large number of job evaluation plans were designed and, in several cases, implemented. Major plans were implemented for Financial Officers, Marine Officers, and Clinicians-Speech or Hearing. As well, the existing specifications for all classes were re-issued in standard format and manuals, with job evaluation standards and selection criteria clearly differentiated. After consultation with the BCGEU, nearly 200 unused classes were identified for deletion from the collective agreement and payroll system.

- Smaller class reviews have resulted in changes to job evaluation standards for Motor Vehicle Inspectors and for Senior Correctional Officers. Plans have been revised, though not yet approved for implementation, in the Commercial Transport Inspector (Weighmaster), Scaler, and Probation Officer classes.

- Major plans have been drafted and management committees have met to identify and/or rate benchmark jobs in the Administrative Officer, Resource Technician, and Heritage Resource groups. Also in preliminary draft stage of major reviews are the Clerical, Research Officer/Economist, Systems Officer, and Technical Inspector Plans.

- Computerized systems to ease the administrative demands of the total job evaluation system are currently being studied.

- A total of 2,688 positions were posted for competition through the tabloid "Postings". This tabloid, produced by the Branch is circulated throughout the Public Service, to Government Agents and to Canada Employment Centres.

SUPERANNUATION COMMISSION

BUDGET = **Pension and Employee Benefits Administration - $4,997,170**
Pension and Employee Benefits Contribution - $173,174,000

AUTHORITY = **Pension (Public Service) Act**
Pension (Teachers) Act
Pension (College) Act
Pension (Municipal) Act
Legislative Assembly Allowances and Pension Act
British Columbia Hydro and Power Authority Pension Plan
British Columbia Power Commission Superannuation Plan
Workers' Compensation Board Superannuation Plan
B.C. Rail Ltd. Pension Plan
Public Service Benefit Plan Act
Negotiated collective agreements, terms and conditions of employment for Excluded Employees
Other agreements and contracts

The Superannuation Commission is reponsible for administering nine public sector pension plans and the employee benefit plan for public service and certain Crown corporation employees. The Pension funds under administration have a value of $7.49 billion. The Commission is also responsible for providing advice to government on such pension issues as public sector pension plan design and funding, private sector pension benefit standards legislation, and universal pension programs such as the Canada Pension Plan.

The three branches carrying out the responsibilities of the Commission under the legislation listed above are:

- Benefits and Policy Branch
- Information Management Branch
- Finance Branch

The Commission devotes a great deal of time documenting the policies and procedures which must be followed in order to ensure the effective management of the funds under administration.

BENEFITS AND POLICY BRANCH

The Benefits and Policy Branch administers the pension and employee benefits program. This includes researching, designing and interpreting policy and legislation; calculating and paying monthly pensions and lump sum refunds; and counselling employees considering retirement.

HIGHLIGHTS

Benefits and Policy Branch

- During the year staff of the Benefits and Policy Branch utilized changes to the two major information systems to provide improved service to client groups.

- A revised 'refund system' enables a refund to be paid within two to three weeks of receipt of an application form. The cheque, T4-A and cash book entries are now printed using a micro-computer system instead of being prepared manually.

- A re-organization of staff in the area responsible for calculating and finalizing pensions improved the morale of the area by providing variety and challenge. Along with the introduction of other electronic changes which links the contributor system with the pensioner system, meeting the cut-off dates significantly reduced the number of manual cheques being prepared, improving the efficiency of the section. In addition, requests for an estimate of a monthly pension benefit are now normally processed within three weeks.

- A communication process encouraging pensioners to have their monthly pension payment paid using the Automated Direct Deposit System increased the usage to 82% thus reducing administration and postal costs.

- The information systems were upgraded during the year to reflect the significant changes in the pension calculation formula introduced in 1985 legislation. The changes in the calculation of the "highest average salary" applied primarily to part-time employees and those with breaks in employment during their last five years.

- During the fiscal year nearly 2,900 new pensions were initiated and 9,500 refunds were processed for terminated employees. Also, 9 two-day pre-retirement seminars were held for 600 employees and spouses; 21 one-day seminars for 1000 employees; and 19 field trips to various locations in the province resulted in an excess of 1000 personal interviews being conducted. Many more interviews were held in the Commission's office.

INFORMATION MANAGEMENT BRANCH

The Information Management Branch supports the operation of the Superannuation Commission through the use of information systems technologies to maintain accurate and complete records of all financial accounts.

HIGHLIGHTS

- During the year many of the systems projects undertaken by the Branch were designed to broaden its scope into areas where significant labour savings could be achieved or, alternatively, where improvements in controls were needed.

- The two major information systems supporting the operation of the Commission, the Universal Contributor System and the Pension Payments System, were linked together. Through the use of microcomputer technology, the Branch was able to design an effective connection to transfer the details of a new pension from the pension calculation process to the payment process. The improvement included the printing of any outstanding pension cheques, accounting reports and control reports; thus dramatically reducing the manual effort involved.

- Within the Universal Contributor System the pension calculation function was expanded to provide for an alternate method of calculating the contributors' highest average salary, as a result of legislative changes, and to expand the pension options reported to include a single life guaranteed 15 years.

- Efforts to improve printed communications with the Commission's clients have continued. Specifically, more use has been made of laser printing equipment to produce correspondence tailored to each contributor's or pensioner's circumstances.

- The staff of the Branch have continued to review mini-computer alternatives as a means to contain the costs of administering the program and have commenced a detailed review of the design of a new Pension Payment System.

FINANCE BRANCH

The Finance Branch accounts for the transactions of nine pension funds; two long term disability funds; the provincial government employees' benefits programs and the Superannuation Commission's administrative budget. The Branch also budgets for and monitors expenditures and revenues, forecasts cash flows and reports on the Commission's financial position.

HIGHLIGHTS

- The Finance Branch continued its program of reviewing, modifying where necessary and documenting Superannuation Commission financial policies and procedures. The major accomplishment was the completion, in the spring of 1986, of the draft Policies and Procedures Manual.

- Many improvements were made to the delivery of programs. One such improvement was the obtaining of separate trust bank accounts for certain pension and long-term disability funds in accordance with new Treasury Board requirements. New charts of accounts for the pension and long-term disability funds were also implemented. This improvement allowed for the continued development of standardized reporting methods and procedures which has allowed for the preparation of accurate financial information on a more timely basis.

- The processing of superannuation arrears payments was identified as a problem in one major pension fund. Through meetings with employer representatives, Commission staff have made the employer aware of the magnitude of the problem. A form was designed by the Commission to help the employer reduce the number and dollar value of arrears payments. Initial evaluation in the spring of 1986 indicates that the problem is slowly being resolved.

- The Commission took over the responsibility for the payment of Executive Benefit and OSS Plan benefits. The Finance Branch, working with other central agencies, issued instructions to government ministries on how to process these transactions through the new government and ministry accounting systems.

- At the pension plan fiscal year end nearest to December 31, 1985 there were 609 employers who remit contributions to the pension funds on behalf of 162,000 contributors. Records are also kept for 30,000 former public sector employees who have left their funds on deposit in the plans to protect a future benefit right. As well, there are 34,000 persons who are in receipt of pension benefits.

GOVERNMENT INFORMATION SERVICES

BUDGET = $20,428,969

AUTHORITY = Ministry of Provincial Secretary and Government Services Act

Government Information Services (GIS) is responsible to the Premier and Cabinet for initiating, designing and developing all major government information, advertising and marketing initiatives and for ensuring consistency in the government message.

The branch, through budget controls and liaison with Ministry information directors, ensured during the year that Ministry programs conformed to Cabinet direction and that all information initiatives were consistent with government policies.

HIGHLIGHTS

- GIS worked closely with cabinet committees and with all ministries in developing information and advertising packages. Special attention was given to economic development initiatives, including the Expo related business visitors program, to social services and to educational and job training programs.

- In addition to the business visitors program, GIS was actively involved in developing a number of Expo initiatives centered around the British Columbia Pavilion.

- Several new television commercials were completed outlining new economic development and social service initiatives. GIS also directed public relations activities connected with the opening of the Coquihalla Highway, the new Skytrain service.

- GIS supervised production of a wide range of information materials on behalf of ministries and continued production of the Province Reports newspaper, now distributed to all B.C. households on a regular basis.

MANAGEMENT SERVICES DIVISION

BUDGET = $13,411,665

The Management Services Division provides a wide range of services to the Ministry, ensuring that the Ministry derives full value for money spent on its work place locations, communications systems, vehicles, office equipment and supplies. The Division is also responsible for personnel programs and policies and for supporting the development of computer based operations to improve Ministry efficiency. It provides these services through the following branches:

- Administrative Services Branch
- Financial Services Branch
- Management Information Systems Branch
- Personnel Services Branch

ADMINISTRATIVE SERVICES BRANCH

The Administrative Services Branch develops and maintains administrative programs that support the Ministry's ongoing operations and special projects.

HIGHLIGHTS

- The Branch coordinated the sale of Expo 86 tickets to all provincial government employees and retirees throughout B.C. at group rates. Sales totalled almost $3 million through the purchase of 19,095 season passes and 66,892 three-day passes.

- As part of its responsibility to ensure that appropriate accommodation is provided for the ministry to meet various operational requirements the Branch conducted site inspections in all major centres in the province. Over 20 renovations or construction projects were undertaken during the year including improvements to security systems for the ministry's central building in Victoria, the Museum and the Legislative Buildings.

- The Branch co-ordinated the introduction within the Ministry of PROVNET, a new telephone system to be used by the Provincial Government. By the end of the year the system was operational in 11 ministry branches throughout the province.

- With the assistance of the Records Management Branch, Administrative Services implemented for the Government Personnel Services Division, a records management program encompassing administrative and operational files.

- In addition to administering employee assigned parking, the Branch assisted the Provincial Museum in the development of a parking plan for museum visitors.

- Provincial Government employees are provided with the opportunity to contribute to charitable organizations through payroll deductions. The amount pledged this year totalled $485,751, an increase of $122,220 over the previous year.

FINANCIAL SERVICES BRANCH

The Financial Services Branch provides a complete range of financial services to the Ministry, the Office of the Premier and the Office of the Speaker, and ensures compliance with provisions of the Financial Administration Act, sections of several other Acts, and directives from Treasury Board and similar central control agencies.

HIGHLIGHTS

- Further progress was made in completing the implementation of the computerized Financial Management Information System. Most branches of the Ministry now have on-line inquiry access to the system which provides them with instant, updated financial information and reduces reliance on month-end reports. Information is electronically transferred daily to the Ministry of Finance which eliminates duplication of data entry, reduces the possibility of errors, and decreases the time for cheques to reach suppliers.

- The volume of documents processed has increased considerably without additional staff in the branch. For example, during 1984/85 an average per month of 360 travel vouchers, 2040 cheque vouchers, and 815 payroll forms were processed. During 1985/86 fiscal year, the averages per month were 370 travel vouchers, 2810 cheque vouchers, and 1100 payroll forms. In order to avoid distortion of these statistics, the number of cheque vouchers handled during October and November 1985 were not included. There were 11,260 vouchers processed in those two months as a result of the enumeration of voters. Two additional auxiliary staff were hired during that period.

MANAGEMENT INFORMATION SYSTEMS BRANCH

The Management Information Systems Branch provides advice and support to the Ministry Systems Steering Committee; functions as the principle support group for the development and maintenance of computer based information systems; assists Ministry managers in improving productivity through the application of computer based systems.

HIGHLIGHTS

- The Branch assisted in the implementation, development, and maintenance of the Ministry Financial Management Information System (FMIS), and the Ministry Personnel Management Information System (PMIS). It assisted in feasibility studies and development proposals for government wide Personnel Information and Leave Management Systems (CPMIS and CLMS).

- The preliminary development and implementation of a basic computer network architecture for the Parliament Buildings was undertaken.

- The office system product for the Ministry and the Parliament Buildings was expanded to include word processing, electronic mail, and calendar functions.

- The Branch is currently preparing multi year systems plans for the Ministry and the Parliament Buildings complex and embarking on new systems development iniatives for the Public Gaming Branch and Ministry granting programs.

- Total number of workstations supported is 296 at the end of the fiscal year, an increase of 76 over the previous year. The Branch is currently maintaining 10 production applications, up from 4 the previous year. The staff complement is 11 FTE's, up from 10 the previous year. The Branch is placing increased reliance upon the private sector for systems development activities and operational support.

PERSONNEL SERVICES BRANCH

The Personnel Services Branch develops, implements and maintains a complete and comprehensive personnel services program that will enable the management of the Ministry of Provincial Secretary and Government Services, Ministry of Municipal Affairs, Speakers Office and Premier's Office, to fulfill their personnel management responsibilities.

HIGHLIGHTS

- Major efforts during the fiscal year concentrated on establishing policies and practices enabling line management to assume greater authority and accountability for the personnel activity within their respective organizational units. This emphasis represented a change in management philosophy from one where the traditional role of the Personnel Branch was changed from that of a regulator of personnel policies to that of providing professional advice and counsel from which line management could base their personnel decisions. This change required not only the introduction of new administrative practices but also necessitated a change in role perception by both the Branch and line management.

- Some of the projects accomplished during the year was the development and implementation of a Ministry Personnel Management Information System providing management with a wide range of personnel information and reports for their analysis and planning.

- A core series of skill oriented courses were planned as part of a five year plan to supplement existing management skills in such areas as recruitment, labour relations and decision making.

- Coordination of Branch reorganizations continues to dominate much of the Branch's services. By fiscal year end the Ministry was utilizing 990 FTE's down 6 from 996 FTE's funded at the commencement of the 1985/86 fiscal year.